

**Claims**

What is claimed is:

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1. A system management tool, comprising:

an input system;

an electronic library connected to the input system and

10 including a process diagram for modeling a system;

an evaluation system connected to the electronic library;

a corrective action system connected to the evaluation system;

and

an assessment and analysis system connected to the corrective

15 action system, the assessment and analysis system measuring a  
corrective action.

20 2. The tool of claim 1, further including a report writing  
wizard with cut and paste functions from the electronic library, the

evaluation system, the corrective action system and the assessment  
and analysis system.

25 3. The tool of claim 1, further including a plurality of  
interactive links connected to the evaluation system.

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4. The tool of claim 3, wherein the interactive links include a central data repository storing all the data for the system.

5 5. The tool of claim 1, further including a plurality of hyperlinks that provide access to the electronic library, the evaluation system and the corrective action system.

10 6. The tool of claim 1, wherein the evaluation system includes a plurality of metrics and a plurality of associated thresholds.

15 7. The tool of claim 6, wherein the evaluation system includes a graphing system for displaying each of the plurality of metrics and each of the plurality of associated thresholds.

8. The tool of claim 1, wherein the corrective action system includes a forecasting tool.

9. A system management tool, comprising:

a web browser system;  
a network connected to the web browser system;  
an access control system connected to the network;  
a web page server connected to the access system;  
an electronic library accessible from the web page server;  
an evaluation system accessible from the web page server; and  
a corrective action system accessible from the web page server.

10 10. The tool of claim 9, further including an assessment and analysis system accessible from the web page server, the assessments and analysis system measuring a corrective action.

15 11. The tool of claim 9, wherein the electronic library includes a process diagram, defining an input and an output.

12. The tool of claim 9, further including a report writing system accessible by the web browser system.

20 13. The tool of claim 9, further including an interactive link accessible from the web page server containing a data repository.

14. A method of operating a system management tool,  
comprising the steps of:

- 5      a) transmitting a connection request over a network to a  
system management server;
- b) receiving a front page;
- c) selecting from a plurality of options including, an electronic  
library, a data repository and an evaluation system; and
- 10     d) when the data repository is selected by clicking on a link,  
selecting either to view data or to enter data.

15. The method of claim 14, further including the step of:

- 15     e) when the electronic library is selected, selecting from a  
process diagram, an instruction manual or a dictionary.

16. The method of claim 14, further including the steps of:

- 20     e) when the evaluation system is selected, selecting a metric to  
analyze;
- f) displaying a graph of the metric.

17. The method of claim 16, further including the step of:

g) displaying a threshold.

5 18. The method of claim 14, further including the step of:

e) when the evaluation system is selected, selecting a set of metrics that exceed their threshold.

10 19. The method of claim 14, further including the step of:

e) when the evaluation system is selected, selecting a set of metrics that are unstable;

15 f) when the evaluation system is selected, selecting a set of forecasting indicators.

20. The method of claim 19, wherein an unstable metric is a metric which may have process problems.

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